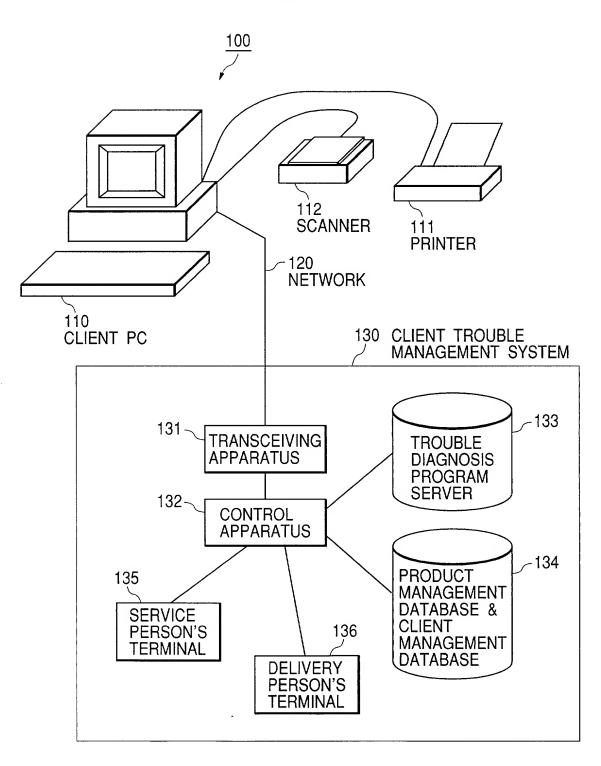
FIG. 1



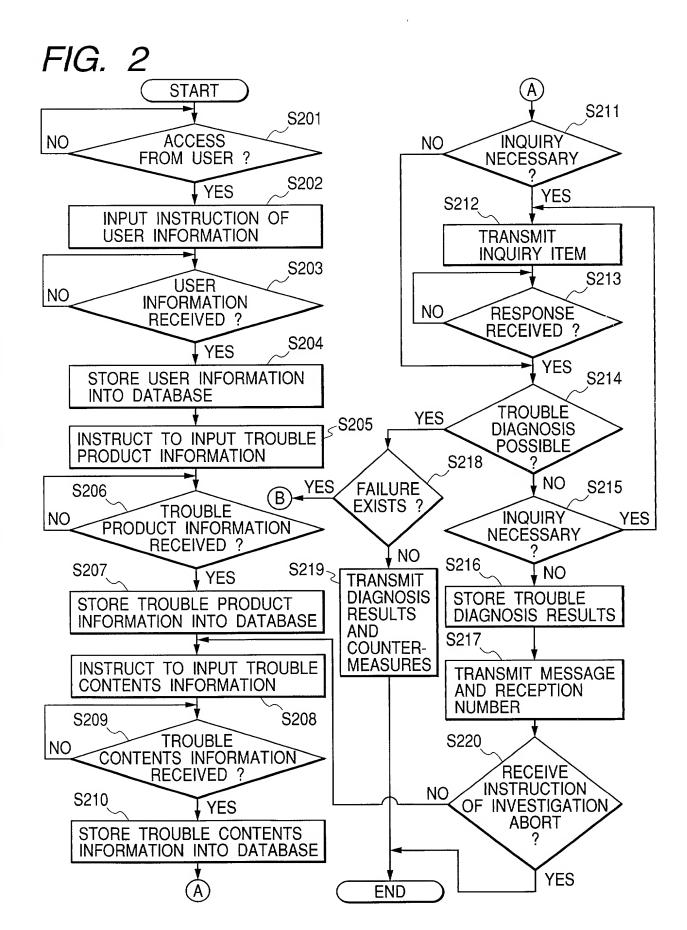
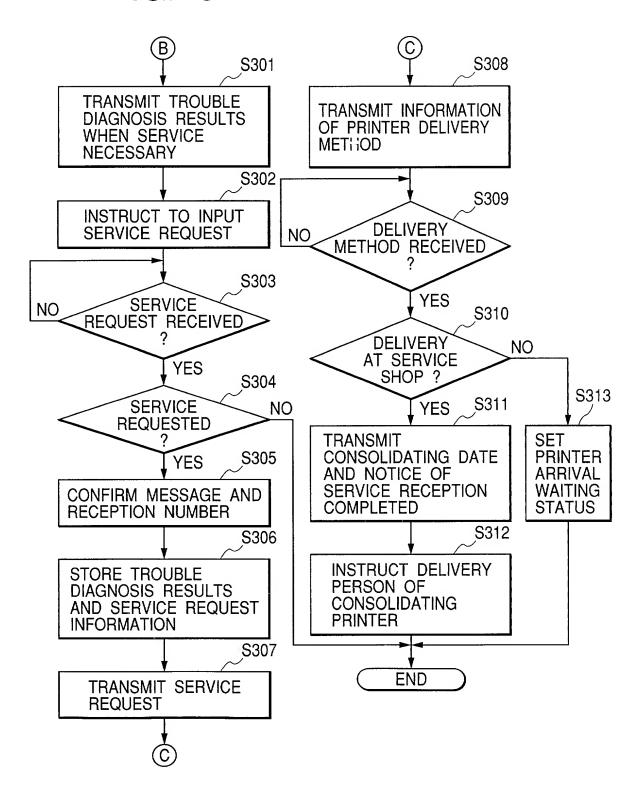


FIG. 3



CLIENT DATA & TROUBLE PROCESS MANAGEMENT DATA

	£.	HANAKO KAWASAKI		MOMOKO SHIBUYA		
DATA TROUBLE MANAGEMENT DATA	ESTI- MATED 0. COST A.	8,000 YEN K.H.		≥∞		
		SERVICE		INVES- TIGATE		
	DUE DATE OF COM- PLETION	15 JAN		10 JAN		
	STARTING DATE	7 JAN		8 JAN		
	CONSOLI- DATING DATE	6 JAN		YET		
	ESTI- MATE	>-	z			
	1st DIAG- NOSIS	MOTOR Failure	LIGHT SOURCE FAILURE	COLOR ADJUST METHOD		
	TROU- BLE	EXPIRY FAILURE MOTOR FAILURE	FAILURE LIGHT SOURCE FAILURE	OPERA- COLOR TION ADJUST INQUIRY METHOD		
	OD- PROD- GUAR- TI T UCT ANTEE B ME No. PERIOD B	EXPIRY	5 MAY	AB-300 32123 3 MAR		
	PROD- No.	12131	11500	32123		
	PROD- UCT NAME	AA-100 12131	SS-200			
	PRODUCT PROD- PTYPE UCT NAME I	PRINTER	SCANNER SS-200 11500 5 MAY	Printer		
	IP ADDRESS	taro@***	jiro@* **	saburo@ * * * PRINTER		
	CLIENT	1 JAN TARO KOSUGI	2 JAN JIRO MARUKO	3 JAN SABURO SHINJUKU		
	RECEP- CLIENT TION TION NAME No. DATE	1 JAN	2 JAN	3 JAN		
CHENT DATA	RECEP- TION No.	12345	12346	12347		

FIG. 5

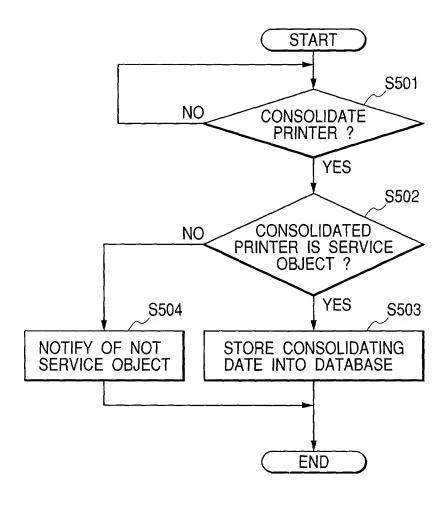


FIG. 6

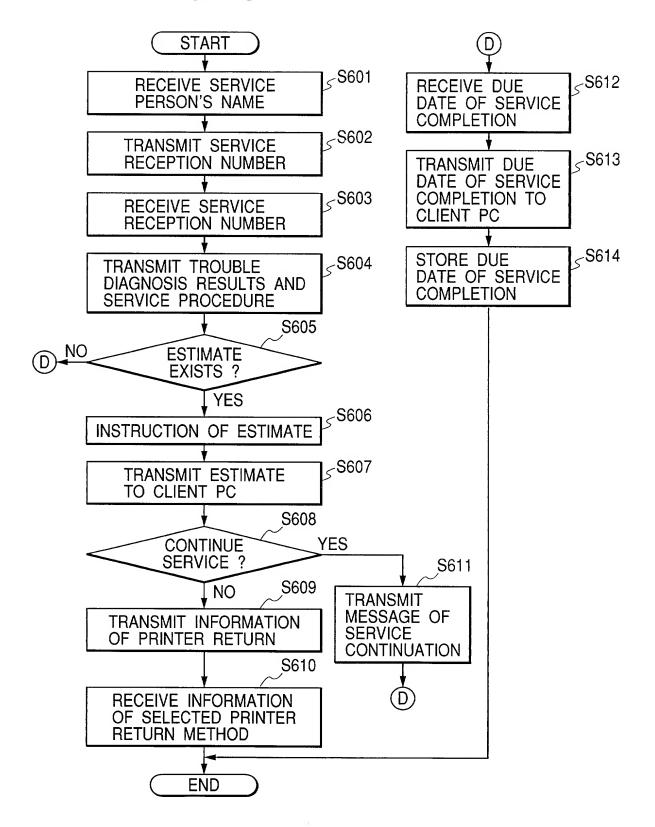


FIG. 7

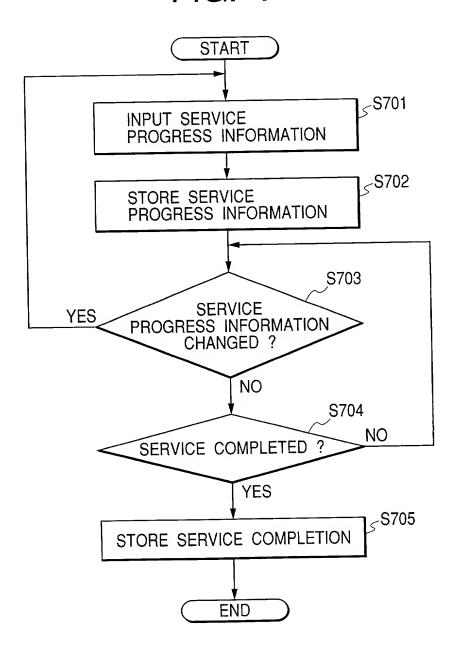
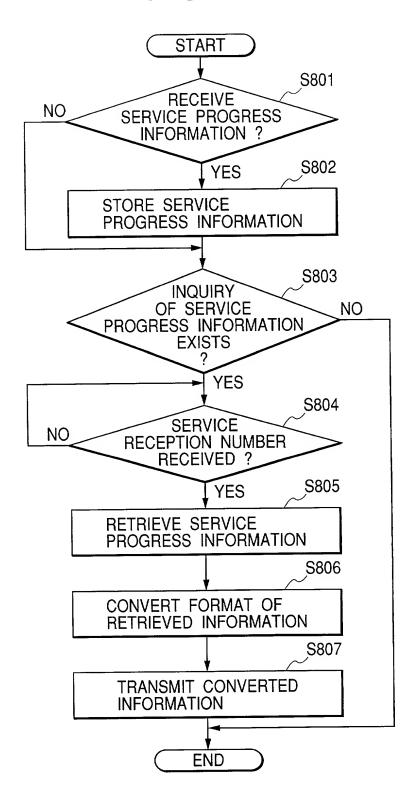
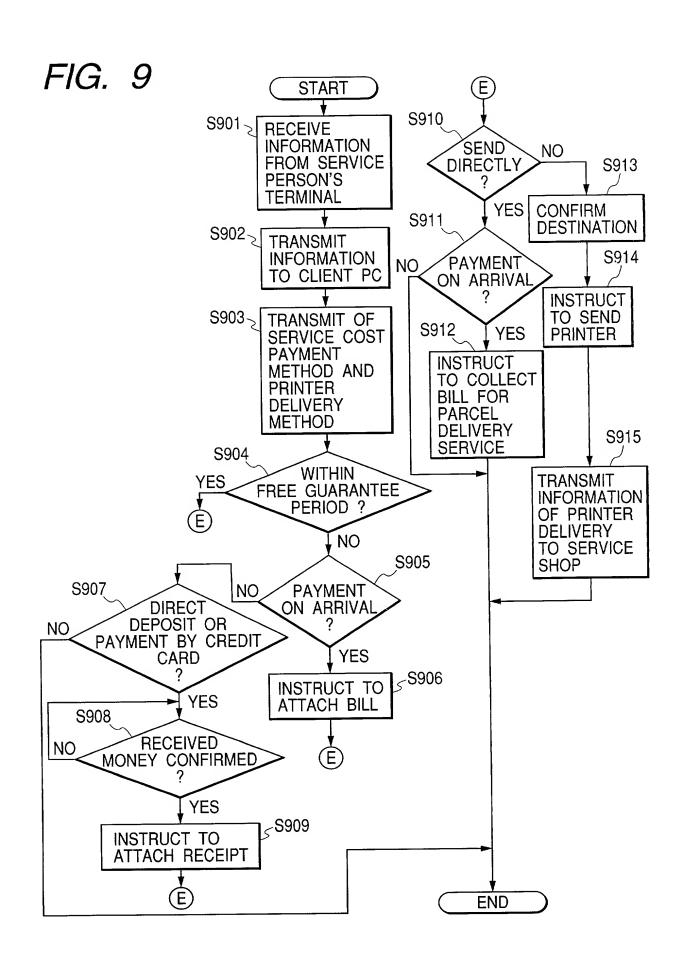


FIG. 8





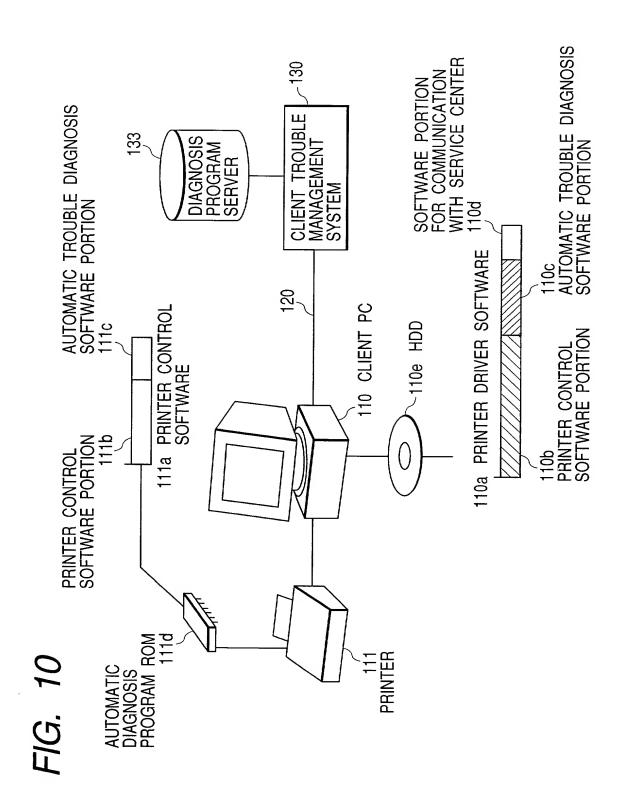
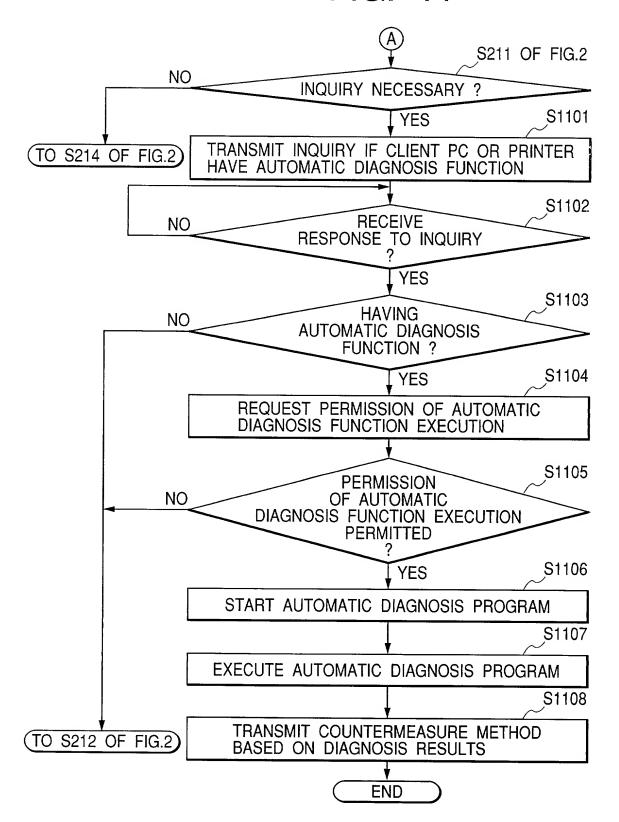
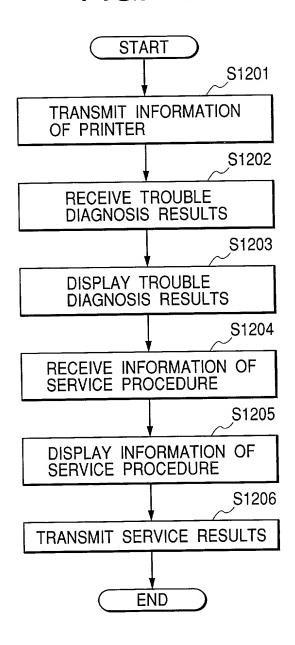
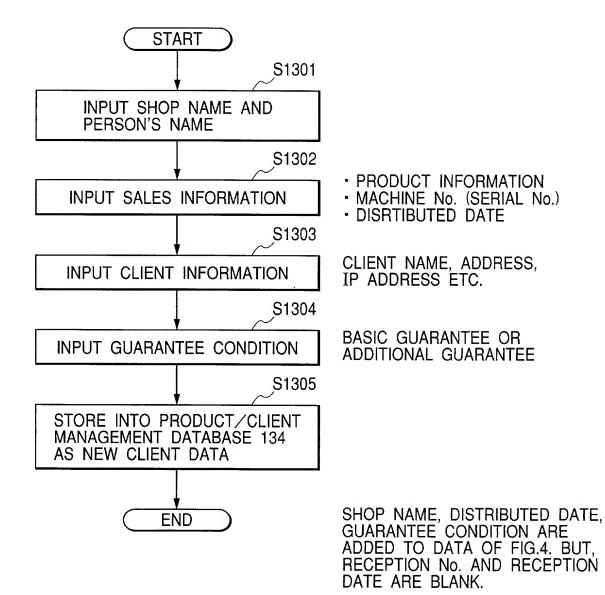


FIG. 11







SCREEN EXAMPLE

